



Western Wisconsin Healthcare Emergency Readiness Coalition

Name of the Position: Region 4 Operations Manager

Location of the Activities: WWHERC, Region 4

Scope of Work Statement

The Operations Manager, reports directly to the Western Wisconsin Healthcare Emergency Readiness Coalition Executive (WWHERC) Board, will manage the day-to-day operations of the activities are compliant with HPP grant guidelines, ensure training and exercises are in alignment with the Homeland Security Exercise and Evaluation Program (HSEEP), and support current WWHERC goals and priorities as approved by the WWHERC executive board.

The Operations Manager oversees and executes all programmatic tasks associated with the application for and distribution of federal and state grants, including maintaining records, negotiating deliverables and timelines for projects, and creating agreements outlining contract amounts and terms. The Operations Manager will be responsible for managing, coaching, and mentoring members associated with WWHERC. This position will direct HERC membership to ensure proper administration, documentation, and member support. The Manager is responsible for program manuals, updating policies, annual and quarterly reports, work group facilitation, program evaluation and development of improvement recommendations among other tasks.

Expectations

1) Specific and essential duties:

- a. Manage and coordinate the day-to-day operations as directed by the WWHERC executive board.
- b. Monitor and support vendor procurements, and grant compliance documentation
- c. Supervise and coordinate activities of the Medical Director, Training and Exercise Coordinator, Public Information Officer and any other service contracted to support HERC Region 4 operations
- d. Respond to emergencies and disaster when the WWHERC regional response plan and Emergency Operation Center has been activate.
- e. Ensure effective allocation of funding resources
- f. Develop and monitor administrative support contracts
- g. Facilitate Work Group discussions
- h. Provide program briefing presentations
- i. Perform program evaluation and develop improvement recommendations
- j. Work directly with Executive Board, Regional Coordinator and Fiscal Agent to develop, monitor, identify issues, and execute the guidance of the Executive Board while ensuring grant compliance.
- k. Perform other duties and responsibilities as assigned.
- l. Ensure all required documents are submitted to DHS as required

2) Certifications and Experience

Education: Possession of a Bachelor's Degree is preferred; AND

Experience: Prefer Five (5) years of experience in a lead, supervisory, or project management role which includes grant compliance experience, organizational performance monitoring, emergency response coordination, and multi-year strategic planning.

Education Substitution: Additional qualifying work experience in a lead, supervisory, or project management role which includes grant compliance experience, organizational performance monitoring, and response coordination.

Experience Substitution: Possession of a Master's degree in Business, Public Administration, Public Safety, Emergency Management, Public Health, or a closely related field may substitute for one year of experience (but may not substitute for the required supervisory experience).

3) Meeting participation

- a. Participates (in-person or remotely) in at least 80% of regional Executive Board meetings.
- b. Participates in-person in at least 80% of our regional HERC meetings.
- c. Attends partner meetings: e.g., regional workgroups and Long-Term Care meetings
- d. Meets at least monthly (in-person or remotely) with the Regional Coalition Staff (Healthcare Coalition Coordinator, Medical Advisor and Executive Board)
- e. Participate in the organization, administration, operations, and functions of the WWHERC.
- f. Lead WWHERC training committee and initiatives.

4) Regional emergency planning & Response

- g. Achieves/maintains understanding of EMResource and supports quarterly EMResource drills to test the region's triage categories responses.
- h. Provides input to all Region 4 HCC plans and annexes.
- i. Coordinates with the Healthcare Coalition Coordinator for input to the HCC Budget and work plan.
- j. Coordinate response activities with DHS and Region 4 HERC coordinator, co-locate at regional operations center as needed.

5) Exercises and drills

- k. Facilitate the development of exercises within region 4 and exercises that engage WWHERC members and community partners.
- l. Conduct tabletop/guided discussion with regional partners and Regional Coordinator to assist in Identifying planning gaps and training needs.
- m. Coordinate the delivery of designated contract training.
- n. Coordinate and track training attendance.
- o. Gathers technical assistance from the monthly regional exercise design teams.

6) Desirable Qualifications

- a. Demonstrated project leadership experience.
- b. Ability to organize program data and project tasks in a collaborative environment to ensure success of the WWHERC and accuracy of communications to external partners.
- c. Excellent written and verbal skills with ability to track and accurately respond to numerous communications across mediums such as email, phone, chat functions, etc.
- d. High-functioning, responsive, professional work ethic.
- e. Proven experience in fiscal management and oversight of large budgets.
- f. Proficiency with the Microsoft Suite (especially Excel, SharePoint, Teams, and PowerPoint).
- g. Ability to prioritize tasks and manage time to meet competing demands.
- h. Strong ability for producing clear, concise, and well-organized reports for various audiences requiring minimal review by the(Executive Board.
- i. Familiarity with the Homeland Security Exercise and Evaluation Program (HSEEP) and the Integrated Preparedness Planning Cycle.
- j. Familiarity with Homeland Security Grant Programs, HPP grants and the ability to manage records and data pursuant to grant guidelines.
- k. Experience responding to emergency and disaster situations.
- l. Have completed NIMS ICS100-400
- m. Have completed NIMS 700, and 800

7) Compensation & Contract Considerations

- p. Compensation for this position is \$2,000 per month. Taxes will not be deducted from payment; all tax payments should be coordinated with their own appropriate financial entities.
- q. All required documents for establishing and conducting a business according to the laws of the state and federal government is the responsibility of the awarded contractor.
- r. Travel expenses are allowable, but will be reimbursed at the rate set by region 4 Fiscal Agent. The contractor will need to provide input to the annual budget for any potential travel so it can be accounted for in the budget submission to DHS. All travel reimbursement needs prior approval from either by the Regional Chair/Vice Chair or by a designated Board Member. Any direct purchases by the Regional Advisor for the Western WI HERC will be invoiced and a copy of any receipts provided.
- s. Fiscal year is defined as July 1 to June 30 of each year.
- t. Contracts is renewable each fiscal year based on performance for the next 5 years.
- u. The contract is between the Regional Advisor and the Executive Board of the Western Wisconsin Healthcare Emergency Readiness Coalition.

- v. Duties and responsibilities can be re-negotiated between the executive board and the grantee with a 30-day notice.
- w. This contract can be amended or canceled by either the Executive Board or grantee with a 30-day notice with or without cause.

8) Ensure compliance with the coalition policies listed below:

- x. Policy #1 – Federal Civil Rights Laws
- y. Policy #2 – Affirmative Action Plan
- z. Policy #3 – Conflict of Interest
- aa. Policy #4 – Whistle Blower
- bb. Policy #5 – Non-Disclosure Agreement
- cc. Policy #6 – Document and Destruction Policy
- dd. Policy #7 – Funding Request & Bidding Parameters

If you are interested in this position, please submit your resume, cover letter to the point of contact listed below before close of business November 27, 2023.

Mr. Loren Klemp, loren.klemp@gmail.com